



State of Utah

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PRODUCT DESCRIPTION

Product Number: 4207.05.15

CONTROLLED SUBSTANCE DATABASE (CSD)

Effective Date: July 01, 2014
Revision Date:
Version: 1.1.0
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The Controlled Substance Database (CSD) is developed and maintained under contract with DET-Solutions-Delivery. DTS/Commerce provides first line response, hardware support, and troubleshooting services, and then coordinates appropriate efforts with DET for final resolution. DTS/Commerce and DET also collaborate on updates, revisions, changes resulting from legislation, etc. DTS/Commerce and DTS also work with approved third party vendors in providing specific function and products as directed by the agency. DET ultimately makes program changes to CSD.

CSD is an online database of controlled substance prescriptions for use by pharmacists and law enforcement personnel. Pharmacies submit prescription dispensing information and the data is cataloged and maintained in CSD for inquiry, reports, and statistical purposes. Law enforcement may access this database for enforcement purposes.

The hours of support required for Controlled Substance Database are listed below.

Application	Support Hours	Days of Week
Controlled Substance Database - Application	8:00 a.m. - 5:00 p.m.	Monday - Friday, except for legal holidays
Controlled Substance Database - Network and Hosting	24 hours each day	7 days per week, 365 days per year

CSD requires 24x7x365 access and network support as it is used by law enforcement, pharmacies, hospitals, medical professionals, etc., to query and enter data with the database

Product Features and Descriptions

Feature	Description
Hardware Install	Install and maintain necessary hardware required to fulfill the services of CSD, i.e., PC's, monitors, internet connections, modems and connections, printers, etc.
Hardware Training and Support	Support and training in the use of hardware used with CSD.
Coordination with DET on Solution Delivery	Coordination with DET Solutions-Delivery for overall performance of software and service environment.
Collaboration with DET on upgrades, etc.	Collaboration with DET Solutions Delivery for revisions, upgrades, etc., to software and services.
Data Placement and Backup/Recovery	Coordination with DTS for data placement, backup/recovery, and performance tuning of services including routinely scheduled data reorganization and operating system tuning.
First Line Support	Business day support of user requests for configuration, troubleshooting, responding to needs of division and agency in posting data and providing information.
Proactive Problem Solving	Proactive identification of problems and processes with suggestions for improvement.
Versioning and Licensing	Current supported product versions, patches, license compliance and vendor support of hosting products.
Diagnostic Tools and Problem Resolution	Use of state of the art diagnostic tools to enhance performance and problem resolution.
Security Monitoring and Compliance	Security monitoring using available tools to ensure appropriate and complete security
Coordination Third-Party providers	Coordination with DET Solutions Delivery and approved Third Party providers for specific services under statement of work or RFP processes. Specifically, work with Utah Interactive, LLC, for legislatively mandated 24x7, real-time reporting pilot project beginning mid-2011.

Features Not Included

Feature	Explanation
Application Programming Services	Application programming services which are available through another DTS product offering or third party providers.
Related DTS Services available on time and materials basis.	Available per DTS listing.

Rates and Billing

Feature	Description	Base Rate
Application Programming Services	Programming and unit testing of CSD and associated applications and interfaces to fix reported bugs, implement legislative changes and implement enhancements that are approved and prioritized by the Department of Commerce. Includes product management, testing, and support	Application programming services which are available through Solution Delivery provided programmer analysts.
Project Support	Project support	See DTS RATES as approved for fiscal year
Network Support	DTS Network support	See DTS RATES as approved for fiscal year
Hosting	DTS Enterprise Hosting Services	See DTS RATES as approved for fiscal year
Database Support	DTS Shared Oracle support	See DTS RATES as approved for fiscal year
Desktop support	DTS Desktop Services	See DTS RATES as approved for fiscal year
Security	DTS Enterprise Security Services	See DTS RATES as approved for fiscal year
Related DTS Services	Available per DTS listing at posted rates	See DTS RATES as approved for fiscal year

Ordering and Provisioning

Division director or assigned CSD representative will contact DTS/Commerce with request for services.

Full scope of the project is identified and agreed upon via series of interactive meetings and agreed upon work plan.

Troubleshooting and help desk services are user initiated through DTS' incident management software program either online or by calling the Service Desk number associated with your agency.

DTS Responsibilities

- Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.

- Assist Department of Commerce Application Administrators in defining requirements for enhancements and legislative changes. Raise issues to Department of Commerce when decisions need to be made related to how a change should be implemented from a business perspective.
- Define technical requirements for enhancement requests and legislative changes.
- Provide project management for CSD releases.
- Provide Network support to ensure that CSD is up and operating efficiently 24 X 7.
- Provide server hosting support to ensure that CSD is up and operating efficiently 24 X 7.
- Maintain current security levels and apply appropriate patch maintenance. Monitor application for appropriate level of security.
- Monitor performance and make appropriate adjustments for query processing and response times to users and customers.
- Provide consistent and reliable email and calendar support for CSD demands.

Agency Responsibilities

- Define business requirements for changes being requested in the CSD application.
- Division to provide knowledgeable staff to create and maintain the technical information and content material presented on the site.
- Perform Acceptance Testing of each CSD release, paying particular attention to bug fixes and requested enhancements that have been assigned to the build.
- Evaluate quality of each CSD release and give final approval to deploy the release.
- Train Department of Commerce users (staff and customers) as necessary for deployments of CSD releases and upgrades.
- Create and distribute release notes to inform CSD users of changes in upcoming CSD releases.
- Complete assignments and respond to requests in a timely manner.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Controlled Substance Database (CSD)	98.5%. Application will be supported during normal business hours; Monday – Friday 8:00 a.m. to 5:00 p.m. Network and hosting will be supported 24 X 7 X 365.

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5



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Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied
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